



Maricopa County

Superintendent of Schools

301 W. Jefferson St, Ste 660
Phoenix, AZ 85003
Phone: 602-506-3866
Fax: 602-506-3753

FY 2002-03 Annual School District Survey Results

Total responses: 32

District Business/Finance office hours:

6:30-5:00 – 1; 7:00-4:00 – 3; 7:00-5:00 – 2; 7:30-4:30 – 9; 7:30-5:00 – 2; 7:30-4:00 – 9

Are there times when you cannot reach who you need?

Yes - 6 No - 24

If "Yes", when?

- But I am called back promptly
- Between 11:30 and 1:00
- Haven't noticed any time in particular
- If everyone is in a mandatory meeting
- Between 12:00 and 1:00
- Between 8:00 and 9:00 and between 3:00 and 4:00

Please give an overall rating of service from the following (put an "X" in the appropriate box):

Area	No Contact	Inadequate Service	Service could be improved	Acceptable Service	Good Service	Excellent Service
Finance Director	6			2	8	15
Accounts Payable	11			2	8	10
Federal/State Grants	10		1	2	8	10
Garnishments	6				10	13
Payroll	7				10	12
Reconciliation	10			1	8	12
Attitude/Friendliness					4	28
CIMS EMS software support	9				4	15
CIMS FMS software support	11				4	14
AS/400 system spt	10			2	6	12
Attitude/Friendliness	6				5	17
Elections support	13		1	2	4	8
Attitude/Friendliness	10			3	3	11

Scoring

	# rated good or excel	Total number	% good /Excel	Last year %
Overall	259	275	94.2%	94.5%
Finance	156	164	95.1%	93.1%
Technology	77	79	97.5%	100%
Elections	26	32	81.3%	88.5%